

IGE2010 Report



Front to back support for casinos

Electronic support is a vital if largely hidden element of casino operations, whether it be in controlling jackpots, providing means of communication with guests or in saving on energy bills. **Gaming Support's** specialism in effective widgetry is seeing it win very high profile contracts.

electronicwizards
GAMING SUPPORT

At a time when casinos need to save money as well as earn it, Gaming Support's SlotTimer is a useful piece of kit for any size operation. A plug-in device that powers down gaming machines at pre-programmed times, it saves energy and manpower. Holland Casino has had the device installed across its entire estate of around 7,200 machines.

"It's already saved them several hundred thousand in energy costs," said Damien Connelly. "We are now working on a new version that will be networked to allow operators central control, so they can darken one area of the floor for instance during quiet times so saving energy and reducing CO2 emissions. Look out for that later in the year."

The company's innovative Bonus Box is progress-



Gaming Support's Damien Connelly and Don Baugh with the CasinoVIEW module of JackpotJunction XL, now installed in Macau's City of Dreams

ing: it has just been installed into the VIP room at Resorts World Manila. The device, which stands near the gaming machine, allows players to see the prizes they can win and direct access to them when they

do. It can also be networked in with digital signage, for example through JackpotJunction Pro so that big wins can be broadcast.

The big sister system JackpotJunction XL has a new module, CasinoVIEW, which has already been installed at City of Dreams. A wayfinder application, it allows resort guests to use an interactive terminal to navigate and find information on all the services available, including restaurants and shops, as well as the casino. Asia is proving fertile territory for Gaming Support: JackpotJunction XL has also been installed at the new Resorts World Sentosa ready for the first phase of opening.

The company has also developed a means to install JackpotJunction on older systems through a new Ethernet-based Multiprotocol Converter. It connects to program controllers on the floor and though them

directly to the back system.

"It means you don't have to install dedicated wires," said Connelly, "and that allows operators to install JackpotJunction on an existing network."

Gaming Support has also just won GLI certification for its scaleable and cost-effective Basesys Navigator Jackpot Controller in several American states. The certification covers its mystery and progressive configurations in California, Delaware and Rhode Island.

"For the past several years, the American controller market has been far too restricted with only one or two vendors supplying product," said Don Baugh, CEO of Gaming Support USA. "This absence of competition has been at the direct expense of casino operators, who have been forced to choose from an unacceptably narrow range of offerings."



Seref Patir with the new model 702 (left) and the model 902

Comfort by Patir Design

setonseats
PATIR DESIGN

Ergonomics is a key element in successful casino chairs: the more comfortable the player, the longer he or she will play. Seref Patir has created two new chairs that rely even more on ergonomic principles.

"Our new 702 model chair is the new version of our top-selling 902 and features a bigger back and a shaped seat," he said. "It's height adjustable for even more comfort."

A similar transformation has taken place with the new 953 model, a gas supported chair available with or without arms and designed principally for use with slot machines.

The last year or so has not been easy for anyone in the casino industry. Patir has managed to keep going reasonably well in the period. One of its sources of orders has been from the still burgeoning number of poker tournaments in Europe and across the world, which all want their own branding on seats for competitors. "There has also been a push by casino operators to upgrade their existing poker rooms," said Patir.

"We think we've seen the worst of crisis in Europe - with orders now slowly, slowly back on the rise. New projects are now coming through but I think it might be another couple of years before things really feel better in the sector."



Edvins Lobinsh, managing director of CTC with colleague Aleksandr Buziashvili

CTC Lights up tables

lightfantastic
CTC HOLDINGS

Latvian casino equipment manufacturer CTC Holdings showed its brand new Super Light System, which gives floor managers the chance to brighten up the gaming tables and give them a great attract mode.

"The Super Light System can be installed on all our tables," said managing director Edvins Lobinsh. "Operators can choose which colour they would like to match in with their casino décor; they can also have the lights change colour gradually."

The system comes in several formats: a light ball for blackjack and poker tables can be matched with an illuminated layout frame. Roulette tables can also be fitted with illuminated columns in the base, for example.

"It is designed to be eye-catching and attract attention," said Lobinsh. "The system is operated by remote control, so when someone is sitting down, it can be dimmed or switched off."

CTC's presence at IGE was supported by the European Regional Development Fund - ERAF. Also on the stand was the new Casino Media System, which combines a roulette display with a multi-media screen and controller; the system was installed at the recently refurbished Casino Apollonia in Macedonia.

"We are also offering a TV poker table which has in-built cameras to allow for TV broadcast or recording of poker games," said Lobinsh. "Ten mini-cameras are built into the rim so that the audience can join in the game, too."

Look to Suzo Happ for the latest trends

toppershop
SUZO HAPP

Toppers are big business for Suzo Happ: their use in bonus games for slot machines is increasing, especially as networked gaming machines push their way on to the slot floor.

Two brand new designs the company was showing at IGE are an RGB Polygon and a Pill Topper, created originally for IGT. Suzo Happ was also demonstrating a new LCD version of its reel topper, launched last year. With the opportunity for any kind of bonus to be played out on these toppers, they are a neat solution to providing adaptable top-box features to SBG machines.

Less technologically advanced are the latest Towerlight Toppers, which now use RGB lighting, and a Refractive Towerlight Toppers, developed with Signs4U, which also use RGB LEDs to illuminate a Perspex panel.

Companies like Suzo Happ, with its unique position in the supply chain, are often the bellwether of industry fortunes. European sales director Eric Wijma's assessment is cautiously optimistic.

"Our customers are both operators and OEMs. Everybody in casinos was holding back last year as their revenues dropped. That means that people have done nothing for some time so now they are beginning slowly to invest again, buying new

machines, looking seriously at server-based, switching to TITO. There are also a few law changes underway, so we will see what will happen there."

He continued: "For OEMs, I think production will still be a bit slow this year and pick up again in 2011. In the meantime, there are lot of new games coming out while older technologies are not quite out yet. Multiplayer roulettes are still finding new markets, for example, in the Americas."



Suzo Happ's European sales director Eric Wijma with some of the new toppers